

CTS NO. [REDACTED]
REGIONAL NO. [REDACTED]
CATEG. CODE: [REDACTED]

ATTORNEY GENERAL'S
OFFICE

DEC 05 2003

Consumer Complaint Form

CONSUMER FRAUD
* CHICAGO *

1. Please be sure to complain to the company or individual before filing.
2. Please type or print clearly in dark ink.
3. Incomplete or unclear forms will be returned to you.
4. Make sure you enclose copies of important papers concerning your transaction.

Consumer

Name: [REDACTED] Senior Citizen? Yes No
Day Telephone: [REDACTED] Night Telephone: [REDACTED]
Address: [REDACTED] City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

Complaint

Name of Seller or Provider of Services: Kids.Com
Address: 6510 N. Lincoln Ave. City: Lincolnwood State: IL Zip: 60070
Telephone: 973-575-7300
Name of Other Seller or Provider of Services: _____
Address: _____ City: _____ State: _____ Zip: _____
Telephone: _____

Date of Transaction: 10-12-2003 Cost of Product: \$595.00 How Paid: Credit Card
Did you sign a contract? Yes No Where? _____ Date: _____
Was product or service advertised? Yes No Where? _____ Date: _____

Type of Complaint (e.g. car, mail order, etc.) please provide details on reverse side:
Modeling / Talent Agency - Contacted us
by mail

Have you complained to the company or the individual? Yes No Date: Nov. 10, 2003
How? By Phone By Mail In Person Other E-mail
Person Contacted: Don Volant Job Title: Vice President
Nature of Response: Denial Refund & Date: Nov. 14, 2003

Has matter been submitted to another agency or attorney? Yes No
If yes, give name and address: 1. BBB of Chicago & N. Illinois 330 N. Wabash
2. Federal Trade Commission Ste 2006
Chicago, IL 60611

Is court action pending? Yes No

Make: _____ Model: _____ Year: _____

Mileage: _____ Purchased: New Used Sold: With Warranty As Is

Briefly describe your complaint: We were sent a letter from Kids.com stating they were interested in our daughter for modeling. When we got there, it was very high pressure sales & we signed a contract now or forget it. We were given no time to research & when I did do research I found disturbing things about this company. Such as they have changed names several times & continue to do business the same way. I'm afraid it's a fraudulent company.

What form of relief are you seeking (e.g. exchange, repair, refund, etc.)? Refund



Who referred you to this office? No one

READ THE FOLLOWING BEFORE SIGNING BELOW.

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks - front and back, correspondence, etc.) **DO NOT SEND ORIGINALS.**

In order to resolve your complaint we may send a copy of this form to the person or firm you are complaining about.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objections to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

Signature:  Date: 

Have you enclosed copies of important papers?

Return to: **Office of the Attorney General Lisa Madigan
Consumer Protection Division
500 South Second Street
Springfield, IL 62706
217/782-1090 or 800/243-0618**

Assigned to _____
SPRINGFIELD, ILLINOIS
OCT 09 2003
ATTORNEY GENERAL
CONSUMER PROTECTION DIV